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Arizona Corporation Commission

Utilities Complaint Form

Investigator: Nallely Pena Phone: <<< REDACTED >>> Opinion Date: 2/22/2020
 Opinion Number: 2020 - 162050
 Opinion Codes: Rate Case Items - Opposed Closed Date: 2/24/2020 9:05 AM

First Name: Colleeb Last Name: Ericson Account Name: Colleeb Ericson
 Address: <<< REDACTED >>>
 City: Phoenix, AZ State: AZ Zip Code: 85020
 Home: <<< REDACTED >>> Cell: <<< REDACTED >>> Email: <<< REDACTED >>>

Company: Arizona Public Service Company Division: Electric

Nature Of Opinion

Docket Number: E-01345A-19-0236

Docket Position: Against

Consumers unlucky enough to be required to obtain electric service through APS are still reeling from the last rate hike and convoluted rate plans that affected billing (and inflated Corporate Earnings) to a far greater extent than had been promised. That the requested hike could result in increases of 8-11% for any of its customers is unacceptable. Given the current market uncertainties and projections that rates of return will fall into the single digit range, why should APS be afforded ROE of 10.5%? APS should be well prepared to invest in its own infrastructure without placing additional burden on consumers.

Investigation

Date:	Analyst:	Submitted By:	Type:
2/24/2020	Nallely Pena	Email	Investigation

From: Nallely Pena

Sent: Monday, February 24, 2020 9:03 AM

To:

Subject: Arizona Corporation Commission Utility - Opinion #162050 - Colleeb Ericson

Dear Colleeb Ericson,

Your comments regarding Arizona Public Service Company ("APS") have been received and will be filed in the docket number you indicated.

Thank you,

Nallely Peña
 Public Utilities Consumer Analyst
 Arizona Corporation Commission

Tucson, Arizona 85701

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www.azcc.gov

Arizona Corporation Commission

DOCKETED

FEB 25 2020

DOCKETED BY

RECEIVED
 AZ CORP COMMISSION
 DOCKET CONTROL
 2020 FEB 25 P 3:42

Date:	Analyst:	Submitted By:	Type:
2/24/2020	Nallely Pena	Telephone	Investigation

Noted and filed for the record in Docket Control. File Closed.

Arizona Corporation Commission Utilities Complaint Form

Investigator: Al Amezcua	Phone: <<< REDACTED >>>	Opinion Date: 2/25/2020
Opinion Number: 2020 - 162068		
Opinion Codes: Rate Case Items - Opposed	Closed Date: 2/25/2020 11:05 AM	

First Name: Darlene D	Last Name: Harlow	Account Name: Darlene D Harlow
Address: <<< REDACTED >>>		
City: Payson	State: AZ	Zip Code: 85547
Home: <<< REDACTED >>>	Email: <<< REDACTED >>>	

Company: Arizona Public Service Company	Division: Electric
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Nature Of Opinion

Docket Number: E-01345A-19-0236**Docket Position:** Against

Ms. Harlow wrote the following:

I am 80 years old and live on \$1,100/mo. I just fell and my face is all purple black. I just got my AP bill and it was \$82.00. I am handicapped and have to wear diapers all the time, and food and rent is very expensive. So times I can't eat and cook never go out to eat.

Investigation			
Date:	Analyst:	Submitted By:	Type:
2/25/2020	Al Amezcua	Telephone	Investigation
10/25/20 10:45 am			

I spoke with APS Advocacy office and asked the following:

1. Is Ms. Harlow on the best rate plan?
ans. Yes, she is on the most beneficial plan. Ms. Harlow is on the RXS Right Choice.
2. What other program is Ms. Harlow on?
ans. Energy Support Program